



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:  
Ryan et al., Terry S.

Serial No.: 10/056,411

Filed: 25 JANUARY 2002

For: SYSTEM AND METHOD FOR  
SUPPORTING MULTIPLE CALL  
CENTERS

Examiner: CHAN, Wing

Art Unit: 2643

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**AMENDMENT TRANSMITTAL COVER LETTER**

Mail Stop Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Honorable Commissioner:

Enclosed please find a Response to Office Action Mailed 26 February 2004 in  
Accordance with 37 C.F. R. 1.111(a) for the above referenced application. Additionally,  
please find Transmittal Form (PTO/SB/21) and a return receipt postcard.

C

Respectfully submitted,

1 March 2004  
Date

Anita S. Damian  
Anita S. Damian  
Reg. No. 46,056

LANIER FORD SHAVER & PAYNE P.C.  
Customer Number 021491  
P.O. Box 2087  
Huntsville, Alabama 35804-2087  
Phone: (256) 535-1100  
Fax: (256) 533-9322

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PTO/SB/21 (05-03)  
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<b>TRANSMITTAL FORM</b> (to be used for all correspondence after initial filing)		Application Number	10/056,411
		Filing Date	25 January 2002
		First Named Inventor	Terry S. Ryan
		Art Unit	2643
		Examiner Name	Wing F. Chan
Total Number of Pages in this Submission	1	Attorney Docket Number	00-1718.03

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ENCLOSURES (check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment/Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavit(s)/Declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawings <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation, Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____	<input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communications to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): <b>Return Receipt Post Card</b> <b>Amendment Transmittal Cover Letter</b>
REMARKS		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm or Individual	ANITA S. DAMIAN
Signature	<i>Anita S. Damian</i>
Date	MARCH 1, 2004

CERTIFICATE OF TRANSMISSION/MAILING			
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Typed or printed name	ANITA S. DAMIAN		
Signature	<i>Anita S. Damian</i>	Date	MARCH 1, 2004

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and CFR 1.14. This form is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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Attorney Docket No. 00-1718.03

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3/9/04  
[Signature]

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RESPONSE TO OFFICE ACTION MAILED 26 FEBRUARY 2004

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Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Honorable Commissioner:

In response to an Office Communication detailing the non-compliance of Applicant's previous amendment, which was filed on January 30, 2004, Applicant respectfully requests reconsideration and allowance of the subject application, based on the following amendments and comments. The present amendment in response to an Office Action mailed February 26, 2004, is submitted in compliance with the revised format for making amendments as set forth in 37 C.F.R. § 1.121.